

# Service provider organisation—number of service operation hours (24 hour period), total NN

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# Service provider organisation—number of service operation hours (24 hour period), total NN

## Identifying and definitional attributes

<b>Metadata item type:</b>	Data Element
<b>Short name:</b>	Service operation hours
<b>METEOR identifier:</b>	270376
<b>Registration status:</b>	<a href="#">Community Services (retired)</a> , Standard 01/03/2005 <a href="#">Health!</a> , Standard 07/12/2011 <a href="#">Disability</a> , Standard 07/10/2014 <a href="#">Indigenous</a> , Standard 13/03/2015
<b>Definition:</b>	The actual number of hours per day that the agency is open for the provision of service.
<b>Data Element Concept:</b>	<a href="#">Service provider organisation—number of service operation hours</a>
<b>Value Domain:</b>	<a href="#">Total service operation hours NN</a>

## Value domain attributes

### Representational attributes

<b>Representation class:</b>	Total	
<b>Data type:</b>	Number	
<b>Format:</b>	NN	
<b>Maximum character length:</b>	2	
<b>Supplementary values:</b>	<b>Value</b>	<b>Meaning</b>
	90	No regular pattern of operation through a day
	99	Not stated/inadequately described
<b>Unit of measure:</b>	Hour (h)	

## Data element attributes

### Collection and usage attributes

<b>Guide for use:</b>	<p>The actual number of hours is not the number of hours staffed, e.g. a 'group home' would operate 24 hours a day, but might only be staffed a few hours if at all on some days.</p> <p>Round to the nearest whole hour. Valid numbers are 01 to 24. Services that have no regular daily pattern of operation, or which have different weekday and weekend patterns, should tick the 'no regular pattern of operation through a day' box (e.g. Flexible hours, on call, 24 hour sleepover).</p>
<b>Collection methods:</b>	It may be necessary to collect the information separately for week-days versus weekend days or, for individual days of the week if there is no consistent pattern.
<b>Comments:</b>	When collected in conjunction with service operation days, and service operation weeks this metadata items can provide useful information on patterns of service delivery.


### Source and reference attributes

<b>Submitting organisation:</b>	Australian Institute of Health and Welfare
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**Origin:** Australian Institute of Health and Welfare 2002. Commonwealth State/Territory Disability Agreement National Minimum Data Set collection: Data guide-data items and definitions 2002-03

**Reference documents:** Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS) collection. Data Guide: data items and definitions 2006-07.

## Relational attributes

**Related metadata references:** Is re-engineered from  [Service operation hours, version 1, DE, NCSDD, NCSIMG, Superseded 01/03/2005.pdf](#) (14.6 KB)  
*No registration status*

**Implementation in Data Set Specifications:** [Commonwealth State/Territory Disability Agreement NMDS - 1 July 2006 Community Services \(retired\)](#), Superseded 14/12/2008  
**DSS specific information:**

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Commonwealth State/Territory Disability Agreement NMDS \(July 2008\) Community Services \(retired\)](#), Superseded 11/11/2009

**DSS specific information:**

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2009-10 Community Services \(retired\)](#), Superseded 15/12/2011

**Implementation start date:** 01/07/2009

**DSS specific information:**

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2010-11 Community Services \(retired\)](#), Superseded 15/12/2011

**Implementation start date:** 01/07/2010

**DSS specific information:**

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2011-12 Community Services \(retired\)](#), Superseded 13/03/2013

**Implementation start date:** 01/07/2011

**DSS specific information:**

This data element is reported by all service type outlets.

Service type outlets 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

[Disability Services NMDS 2012-14 Community Services \(retired\)](#), Standard 13/03/2013

**Implementation start date:** 01/07/2012

**Implementation end date:** 30/06/2014

**DSS specific information:**

In the DS NMDS this data element refers to the number of hours per day the [service type outlet](#) usually operates. It is asking about the amount of time the service type outlet is generally open for service provision to [service users](#), not about the amount of time a service type outlet is staffed.

A service type outlet is considered to be operating whenever service is open to service users (e.g. if the service type outlet is staffed between the hours of 9am–5pm but is only open for service users between 10am–3pm, it is considered to usually operate for 5 hours per day).

Service type outlets that provide facility-based accommodation (e.g. group homes) should record their hours as 24 per day if the service users reside in the facility on an ongoing basis and can access the facility at any time, even though the facility may not be staffed during parts of the day. In contrast, if service users are not able to stay in the residential facility during certain hours, the facility is not considered to be open or operating during these hours.

Service type outlets of [activity type](#) 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

#### [Disability Services NMDS 2014-15](#)

[Disability](#), Superseded 29/02/2016

**Implementation start date:** 01/07/2014

**Implementation end date:** 30/06/2015

**DSS specific information:**

In the Disability Services Minimum Data Set (DS NMDS), this data element refers to the number of hours per day the [service type outlet](#) usually operates. It is asking about the amount of time the service type outlet is generally open for service provision to [service users](#), not about the amount of time a service type outlet is staffed.

A service type outlet is considered to be operating whenever service is open to service users (e.g. if the service type outlet is staffed between the hours of 9am–5pm but is only open for service users between 10am–3pm, it is considered to usually operate for 5 hours per day).

Service type outlets that provide facility-based accommodation (e.g. group homes) should record their hours as 24 per day if the service users reside in the facility on an ongoing basis and can access the facility at any time, even though the facility may not be staffed during parts of the day. In contrast, if service users are not able to stay in the residential facility during certain hours, the facility is not considered to be open or operating during these hours.

Service type outlets of [activity type](#) 7.01–7.04 may record '90' ('no regular pattern of operation through a day'), or, if possible and they wish to do so, they may record the actual number of days per week of operation.

#### [Indigenous primary health care DSS 2012-14](#)

[Health!](#), Superseded 21/11/2013

[Indigenous](#), Superseded 21/11/2013

**Implementation start date:** 01/07/2012

**Implementation end date:** 30/06/2014

#### [Indigenous primary health care DSS 2014-15](#)

[Health!](#), Superseded 13/03/2015

[Indigenous](#), Superseded 13/03/2015

**Implementation start date:** 01/07/2014

**Implementation end date:** 30/06/2015

#### [Indigenous primary health care DSS 2015-17](#)

[Health!](#), Superseded 25/01/2018

[Indigenous](#), Superseded 27/02/2018

**Implementation start date:** 01/07/2015

**Implementation end date:** 30/06/2017

[Indigenous primary health care NBEDS 2017–18](#)

[Health!](#), Superseded 06/09/2018

[Indigenous](#), Superseded 22/10/2018

**Implementation start date:** 01/07/2017

**Implementation end date:** 30/06/2018

[Indigenous primary health care NBEDS 2018–19](#)

[Health!](#), Superseded 12/12/2018

[Indigenous](#), Superseded 02/04/2019

**Implementation start date:** 01/07/2018

**Implementation end date:** 30/06/2019

[Indigenous primary health care NBEDS 2019–20](#)

[Health!](#), Superseded 16/01/2020

[Indigenous](#), Superseded 14/07/2021

**Implementation start date:** 01/07/2019

**Implementation end date:** 30/06/2020

[Indigenous primary health care NBEDS 2020–21](#)

[Health!](#), Retired 13/10/2021

**Implementation start date:** 01/07/2020

**Implementation end date:** 30/06/2021